

About this Guide

This document is your guide to the correct etiquette for use of the ChargePlace Scotland Network.

This Guide has been developed by ChargePlace Scotland with guidance from the Scottish Electric Vehicle Community and the Electric Vehicle Association of Scotland (EVA Scotland).

We ask that you refer to this guide before using the ChargePlace Scotland Network to ensure the best user experience of Scotland's electric vehicle charging network.



General Etiquette

The ChargePlace Scotland Network is a public resource.

Everyone who uses the ChargePlace Scotland Network has a right to access the public charge points on our network regardless of the type of plug-in electric vehicle they drive.

Charge points are available for public use on a first come, first served basis.

ChargePlace Scotland ask that you treat your fellow network users with respect and courtesy whilst making use of the public charge points.

To START session

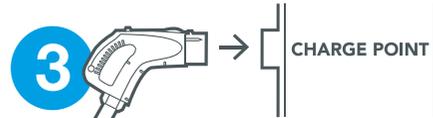


Begin the Charge Session either by presenting your CPS Access Card, using the App or by Calling **0141 648 0755**



Plug the connector from the Charge Point into your vehicle

To END session



End the Charge Session in the same way you started. Please place the connector in its holder.



ChargePlace Scotland
electric vehicle charging

chargeplacescotland.org
admin@chargeplacescotland.org
helpline: 0141 678 0750



Electric Vehicle Association Scotland

Join the Electric Vehicle Association Scotland
eva.scot info@eva.scot [@EVA_Scotland](https://twitter.com/EVA_Scotland)
PO Box 499, Bishopbriggs, Glasgow, G64 3JR
EVAS is a Community Interest Company (C.I.C.)
company number SC569460

Electric Vehicle Charge Point Etiquette Guide



chargeplacescotland.org



ChargePlace Scotland
electric vehicle charging

General Charging Etiquette

Parking

- Please only park at a charge point if you intend to charge your electric vehicle.

Plugging In

- Only plug into the charge point if you genuinely need a charge.
- Please do not remove another person's cable from a charge point, or use someone else's cable without permission.
- Only charge points listed on the ChargePlace Scotland map are available for public use; points not listed are not available for public use.

Starting a session

- Please ensure your charging session has started successfully before leaving your vehicle.

Ending a Session

- Please make sure that you end your charging session with the access method you used to start your charge before leaving the charge point.
- Please holster tethered cables back on the charge point once your charge is complete.
- The Emergency Stop button should not be used as an alternative to ending your charging session, or to stop another user's charge so that you can plug in instead. Should you have any issues ending your charge, please call the ChargePlace Scotland helpline on 0141 678 0750.

Rapid Charging Etiquette

Parking

- A maximum stay of up to **an hour** at a rapid charger is considered fair usage by ChargePlace Scotland even if the charge point is located at a long-stay parking facility like a Park & Ride.

Plugging In

- Only plug into a Rapid Charger if your vehicle is Rapid Charge capable. (Except in an emergency or where there are no other options available to you).



Whilst Charging

- As your vehicle rapid charges, please stay nearby or take note of how long the charge will take if possible, to ensure you don't overstay at the charge point.
- When a charging session ends, please move your vehicle to a standard parking space to ensure other drivers have access to the charge point.

A rapid charger delivers a charge of up to 50kW. It will charge a vehicle in as little as 20-30mins. They are intended for a quick charge before continuing your journey. Once the vehicle has reached 80%-90% charge, the vehicle will charge at a slower rate. Not all vehicles are rapid charge capable.

Destination chargers deliver a charge between 3kW and 22kW, and will charge a vehicle in 3-4 hours on average. They are intended for long-stay charging.

Destination Charging Etiquette

Parking

- Destination chargers are for extended charging, but a maximum of **12 hours** is considered adequate for the majority of vehicles; dependent on parking restrictions at the site.

Whilst Charging

- As these charge points are intended for long-stay charging, it is reasonable for drivers to leave their vehicle unattended during this time.
- It is considered polite to return to your vehicle as soon as possible once your vehicle has charged to make the charge point available to others, however some users may not be in a position to return immediately so please be patient with destination charging.
- It is polite to return to your vehicle as soon as you are able to do so, especially if you know that your vehicle is fully charged.

